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**FY 2016 – 17 Annual Analysis of Performance Measures**

**Division: Environmental Services**

**Program Areas: Food, Housing, Salons, Pools, Weights & Measures, Lead, Outbreak Investigations**

Overall Summary

Fourteen of the performance measures in this division fully met the targets.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Key Performance Measures*** |  | **Q1** | **Q2** | **Q3** | **Q4** | **Annual** | **Status** |
| **1.1 % of food establishment inspections conducted by fiscal year-to-date and annually** | **Target** | 25% | 47% | 73% | 100% | 100% |  |
| **Actual** | 22% | 43% | 65% | 89% | 89% |
| **1.2 % of housing inspections conducted by fiscal year-to-date and annually** | **Target** | 25% | 50% | 75% | 100% | 100% |  |
| **Actual** | 46% | 85% | 120% | 154% | 154% |
| **1.3 % of pool inspections conducted by fiscal year-to-date and annually** | **Target** | 44% | 50% | 56% | 100% | 100% |  |
| **Actual** | 43% | 49% | 52% | 129% | 129% |
| **1.4 % of salon inspections conducted by fiscal year-to-date and annually** | **Target** | n/a | n/a | n/a | n/a | 100% |  |
| **Actual** | 26% | 52% | 78% | 100% | 100% |
| **1.5 % of tanning establishment inspections conducted fiscal year-to-date and annually** | **Target** | n/a | n/a | n/a | n/a | 100% |  |
| **Actual** | 0% | 8% | n/a | 92% | 100% |
| **1.6 % of massage establishment inspections conducted fiscal year-to-date and annually** | **Target** | n/a | n/a | n/a | n/a | 100% |  |
| **Actual** | 33% | 58% | 74% | 100% | 100% |
| **1.7 % of weights and measures facility inspections conducted fiscal year-to-date and annually** | **Target** | 25% | 50% | 75% | 100% | 100% |  |
| **Actual** | 27% | 55% | 80% | 106% | 106% |
| **2.1. % of food licenses renewed by due date** | **Target** | n/a | n/a | 90% | n/a | 90% |  |
| **Actual** | n/a | n/a | 97% | n/a | 97% |
| **2.2 % of salon licenses renewed by due date** | **Target** | n/a | n/a | n/a | 90% | 90% |  |
| **Actual** | n/a | n/a | n/a | 92% | 92% |
| **2.3 % of pool licenses renewed by due date** | **Target** | n/a | n/a | n/a | 90% | 90% |  |
| **Actual** | n/a | n/a | n/a | 96% | 96% |
| **3.2 # of standardization trainings conducted per year** | **Target** | n/a | n/a | n/a | n/a | 100% |  |
| **Actual** | 0% | 50% | 0% | 50% | 100% |
| **4.1 % of food establishment orders into code compliance within time frames** | **Target** | 100% | 100% | 100% | 100% | 100% |  |
| **Actual** | 100% | 100% | 100% | 100% | 100% |
| **4.2 % of eligible food establishments receiving Lighthouse Awards** | **Target** | n/a | n/a | n/a | n/a | 40% |  |
| **Actual** | n/a | 47% | n/a | n/a | 50% |
| **4.3 % of foodborne outbreak investigations initiated within 48 business hours** | **Target** | 100% | 100% | 100% | 100% | 100% |  |
| **Actual** | 100% | 100% | 100% | 100% | 100% |
| **4.4 % of comprehensive lead investigations completed for children with blood lead levels greater than 15 micrograms per deciliter** | **Target** | 100% | 100% | 100% | 100% | 100% |  |
| **Actual** | 100% | 100% | 100% | 100% | 100% |

Analysis of Measures

**1.1: % of food establishment inspections conducted by fiscal year**

1,601 establishment inspections were conducted between July 2016 and June 2017. The target for scheduled inspections was 1,785. This was a decrease of 4% over the previous year. Time off requests peaked during the summer months making it difficult to meet the mandate.

**1.2: % of housing inspections conducted by fiscal year-to-date and annually**

The target number of inspections for this performance measure is 900. The Housing Inspectors conducted 1,388 inspections, measuring 154% of the target. This was due to the influx of new housing units in town that requires certificate inspections upon a vacancy.

**1.3: % of pool inspections conducted by fiscal year-to-date and annually**

There are seven indoor pools in Norwalk requiring quarterly inspections (28) and thirty-nine seasonal pools requiring an annual inspection (39). The target for this performance measure is 100% and that was accomplished by conducting 87 pool inspections (129%). Staff go beyond the state mandate and aim to conduct more inspections for the seasonal pools, which is why they exceed the target.

**1.4 % of salon inspections conducted by fiscal year-to-date and annually**

100% of salon inspections were conducted within this fiscal year. There are 115 total beauty salons (73 requiring one inspection and 42 requiring two inspections because they offer pedicures). A total of 157 salon inspections were conducted, meeting the mandate.

**1.5 % of tanning establishment inspections conducted fiscal year-to-date and annually**

**1.6 % of massage establishment inspections conducted fiscal year-to-date and annually**

100% of tanning establishment inspections, and 100% of massage establishments were conducted. There are low numbers of these facilities, (tanning =6 and massage = 8) within the City of Norwalk, so they are easy to complete and keep track of. There were eleven inspections conducted for the massage establishments because of violation concerns.

**1.7 % of weights & measures facility inspections conducted fiscal year-to-date and annually**

The state mandates that each facility is inspected once a year. There are 180 facilities in Norwalk that require weights and measures inspections. The department exceeded the goal by performing 190 inspections.

**2.1 % of food licenses renewed by due date**

97% of food licenses were renewed on time, which exceeds the goal of 90%. This high percentage is most likely due to the fact that applications are sent out to establishments to renew licenses. A second notice is sent, and a staff member will call the facilities a day before the due date if they have not sent in their application yet. Establishments risk closure if their permit expires and is not renewed.

**2.2 % of salon licenses renewed by due date**

92% of salon licenses were renewed by the due date, which was an increase of 6% increase over the previous year. Those who didn’t renew by the due date did so within a couple of weeks past the due date. The 6% increase was due to calling the salon owners one week prior to the renewal date as part of a rapid PDSA quality improvement project.

**2.3 % of pool licenses renewed by due date**

Our target for this measure is 90%, and we met the goal by having 44 of 46 (96%) pool licenses in by the due date. Even though the process for license renewal is the same for pools as salons, more pools renew by the due date. Unlike the salons, pools are run by management companies. These companies handle multiple pools and they renew each of them at the same time.

**3.2 # of standardization trainings conducted per year**

An objective was established in the 2013-2015 strategic plan to complete two food inspection standardization trainings a year in house. This is in addition to a mandated one held by the State Food Protection Program each fall. Trainings were held in September 2016 and June 2017, and inspectors were evaluated using average scores by type, class, risk factors and critical violations. Quality assurance inspections were also conducted where two inspectors conducted a class four inspection at the same time and compared results.

**4.1 % of food establishment orders into code compliance within time frames**

100% of food establishments were brought into code compliance within the required time frames. 1,601 regular inspections were completed for food establishments, and there were 128 failures of food establishments during these inspections. This was a decrease of forty-five failures over the previous year. The establishments corrected their violations either on site or on time in order to be code compliant and remain open.

**4.2 % of eligible food establishments receiving Lighthouse Awards**

A class three or four food establishment must exhibit safe food handling practices, have a qualified food operator always on site, and score a 90 or higher without critical violations for the four most recent inspections in order to be awarded the Lighthouse Award. Two hundred and twelve food establishments received the award this year, which is 50% of the eligible establishments (212/424), meeting the 40% goal. Twenty-two of these establishments have received the award for the past nine years. Every year there is an increase or same number of establishments who receive the award. 41% received the award in 2011, 43% in 2012, 45% in 2013 and 46% in 2014, 2015 & 2016.

**4.3 % of foodborne outbreak investigations initiated within 48 business hours**

All reports of foodborne illness outbreaks reported were investigated within 24 hours of notification.

**4.4 % of comprehensive lead investigations completed for children with blood lead levels greater than fifteen micrograms per deciliter**

All comprehensive lead investigations were completed on time during the fiscal year. The comprehensive lead investigation includes initiating an inspection within five days of notification. The inspection includes soil testing, dust wipe testing, water testing, investigation of defective surfaces and an X-Ray Fluorescence analyzer to determine the presence of lead.

Opportunities for Improvement

* Public Act 17-93 adopts the FDA Food Code as Connecticut’s food code beginning on July 1, 2018
* Continue standardization of food inspections by utilizing quality assurance inspections

Next Steps

* Review performance management dashboard and analysis with staff.
* The Connecticut Food Protection Program developed certification protocol based on the FDA Retail Food Program Standards.
* Current Food Inspectors will need to become certified before July 1, 2018 to enforce the FDA Food Code. This includes completing 47 FDA online courses and attending the Food Protection Programs classroom trainings.
* New inspection form does not include scores and is a completely different evaluating system.
* Lighthouse Program and Environmental Software needs to re-evaluated moving forward.